

LAUTUM *news*



A Time for Reflection

Inside

- 2009 Award Winners!
- 2009 Convention Highlights
- D.L. King Scholarship Application

Chairman's Message

Maxine Bussan
Jo Daviess Mutual Insurance Company

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As my chairmanship of IAMIC comes to a close, the theme I chose for the year, "Legacy, Challenge and Change" is also at its chapter's end.

My successful term is due to the hard work and dedication of our executive director, Jackie Rakers, of the association directors, the members of the various committees, all the volunteers who helped at the education seminars, regional meetings and convention and finally the convention committee members who brought a new vitality and 'wow' to this year's convention. Please see page 16 for a list of all their names. Please accept my personal thanks for your

dedication, enthusiasm and support.

IAMIC is only as strong as its members. You are invited to become involved at anytime that is right for you. Volunteers are always needed and Jackie will be delighted to hear from you.

IAMIC is a strong state association and as members we have much to be proud of. May each of you have a renewed appreciation and a little more passion for your mutual's legacy and what your mutual does to make your community a better place. Mutuals are strong and vibrant. As we were made aware of at this year's convention, new mutuals are being formed world wide as you read this.

At the educational sessions held throughout the year, topics were discussed that may be currently challenging your mutual or your mutual may be facing in the future. Discussion followed on what changes may be necessary to meet these new challenges.

In closing, I hope you enjoyed the meetings and convention you attended, and that you gained some new insight or discovered at least one piece of worthwhile information. And I hope you made one new friend! ❖

Maxine

LEGACY

Challenge and Change



Cover photo by Richard Adorjan, Chatham, Illinois. Used with permission.

From the Executive Director's Desk

As this year comes to the end, I am reflecting back over the events of the year. With every thought comes someone who has stepped up to help and make a difference in my world. At the 128th Convention, I presented Steve Morris with this year's Volunteer of the Year Award in recognition of all his assistance throughout the year. But I also remember many wonderful members who donated their time to assist me in many tasks and I would like to say THANK YOU to each of you. Without your help, IAMIC could not function!

Being involved in the behind the scene activities, I am able to witness the members who represent this wonderful association in a variety of activities, including the Legislative activities in Springfield and Washington, DC, NAMIC Board and Committee Meetings, as well as community events. I am proud to be part of this industry; where the members reflect traditional morals and demonstrate professionalism in their roles, every day, even when no one is watching!

This year's LAUTUM Award winner, Ronette Payne, has been a role model of mine for many years. While she served as Treasurer of the Association, those of us on the Board turned to Ronette to help us determine compliance with any rules – we could always count on her efficiency in finding documentation to validate issues. As Chairman for my first and second year as the Executive Director for IAMIC, Ronette was an amazing leader and a genuine friend. I witnessed her high standards of integrity and her relentless commitment to our Association during her tenure as Chairman. It was with great pleasure that I was able to present Ronette the LAUTUM Award — Congratulations Ronette!

I just returned from the NAMIC National Convention where I witnessed THREE

IAMIC members earn their Merit Award! I was proud to represent the state with the highest number of attendees. We have numerous members serving on NAMIC committees and I thank each of you for your commitment. If you have never attended the National convention, I encourage you to do so — the networking opportunities are amazing not to mention the high quality of speakers that are brought to this event!

Working with our Chairman, Maxine Bussan, has been a true privilege! I admired Maxine's desire to listen to each member's needs and her efforts to develop programs which would benefit the largest to the smallest Mutuals. She dedicated many hours and was very committed to her responsibilities as Chair of this Association. She set very high expectations for her committees and worked with each one to find the best answers. While searching for the words to describe Maxine, many came to mind but here are my favorites: Dedicated, Loyal, Extraordinary, Determined, Enthusiastic, Integrity, and — most important — Friend. Special Thanks to Maxine for a wonderful year and congratulations on a job well done!

I want to challenge each Company to forward recipes to the association so we can include your firm in our Cookbook. Please assign someone on your staff to take charge and send in at least one recipe! Of course, we will take as many as you are willing to share! You will help decide how great this project turns out!

As we wrap up the year, I want to encourage each of you to take time for yourselves, enjoy the beautiful scenes of Illinois and this great Country that we live in, call an old friend and make a new one! Please call me with any question or comment, let IAMIC be your assistant! ❖

Jackie



Jackie Rakers

*As we wrap up the year,
I want to encourage each
of you to take time for
yourselves, enjoy the
beautiful scenes of Illinois
and this great Country
that we live in, reconnect
with an old friend, and
make a new one!*



Ronette Payne

2009 Lautum Award Winner: Ronette Payne

The Lautum Award originated in 1972 as a measure of recognition for outstanding individual contributions to community, the association and the mutual insurance industry. The Lautum Award is presented to the person who has earned the respect and esteem of her colleagues. Recipients are nominated by their peers.

Larry Cook, EVP of Frontier Mutual state, "The character and perseverance exhibited by Ronette throughout her stellar career are why we at Frontier Mutual feel fortunate to call her one of our own." ❖

Fire Dept of the Year: Murphysboro



Chairman Maxine Bussan, Fire Chief Kevin Reeves, Firefighters Bobbie Alexander, Steve Swafford, Murphysboro Mayor Ron Williams and Jason Svanda, Randolph Mutual.

Murphysboro Fire Department was nominated by Jason Svanda from Randolph Mutual Insurance Company in Steelville, IL, for their dedication and service.

Jason stated, "On May 8th, 2009 our community suffered a terrible storm and these individuals were there to help in a great time of need. They exemplified heroic characteristics with the tough situations that they had to face. Our community was in shambles and the Department stepped up and helped the community through this terrible time of need. I can not thank these individuals enough and commend them for the hard work and effort they put forth to revitalize and renew our community." ❖

*"True heroism is remarkably sober, very undramatic.
It is not the urge to surpass all others at whatever cost,
but the urge to serve others, at whatever cost."*

— Arthur Ashe



Maxine presents the 2009 Company Achievement Award to John Leezer of Elmira Mutual.

Company Achievement: Elmira Mutual

Elmira Mutual was singled out from among 72 IAMIC member companies. Elmira Mutual was recognized for tremendous effort used in improving their business over the recent years. Elmira Mutual has been serving the community for 133 years and has adapted to continuously meet the many needs of the consumer. ❖

“Let us unite contemplation with action. In the harmony of the two lies the perfection of character.”

— Alexander L. R. Foote

Volunteer of the Year: Steve Morris

The Volunteer of the Year Award originated in 2005 as a means to recognize those individuals who generously donate their time to the success of the association. The Volunteer of the Year Award is presented to a person who serves as an example of volunteer commitment and leadership.

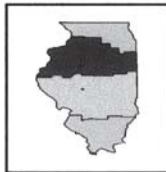
Jackie Rakers states, “Our Volunteer of the Year Award recipient this year is a great friend, someone who is involved in many different organizations and volunteers on NAMIC committees as well as IAMIC — somehow, he seems to find the time in his already full schedule!” THANK YOU, STEVE! ❖



Steve Morris

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2009 IAMIC Convention Highlights



2009 Opening Ceremony was Loaded with WOW-Factor!

Bruce Pollock and Jim Wright (above) were flag-bearers for the traditional presentation of the colors, followed by a full marching band! Peoria High School Band lifted our spirits and kicked off Convention in high-stepping style!



After the band exited the Conference hall, a motorcade – complete with sirens and flashing lights – provided a high-security escort for our CEO's! WOW!

Once on stage, the CEO's started their presentation with a friendly match of "Jeopardy."



August 23 - 26, 2009 • Embassy Suites, East Peoria, Illinois



*Congratulations
Newlyweds!*

(2009 Convention Highlights – continued from page 7)



—Convention Highlights continued on next page

Welcome New Board of Directors

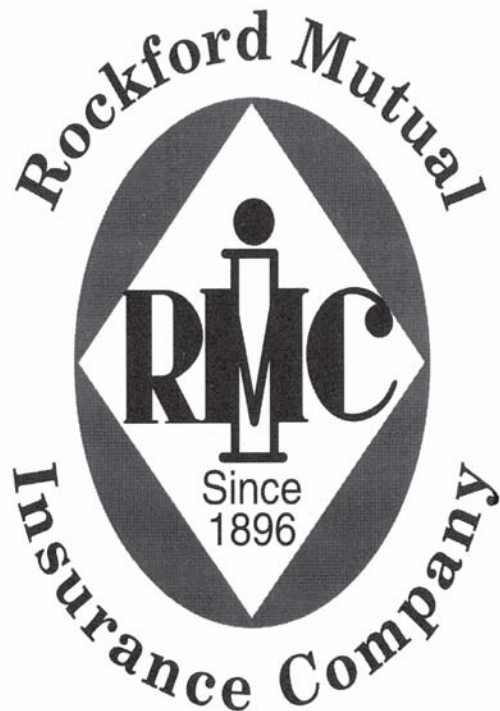


Above: NAMIC President Chuck Chamness swearing-in the new Directors at Convention. At the Annual Business Meeting, August 24, 2009, a vote was held and the following new Directors were elected for 2009-2010 . . . CONGRATULATIONS!

Joe Reid — Chair-Elect
Larry Cook — Treasurer
Jason Svanda — Director (South)

Malcome Rowland — Vice Chair *(not pictured)*
Jeff Murphy — Director (At Large)
Lyle Bruning — Director (North)

—Convention Highlights continued on next page



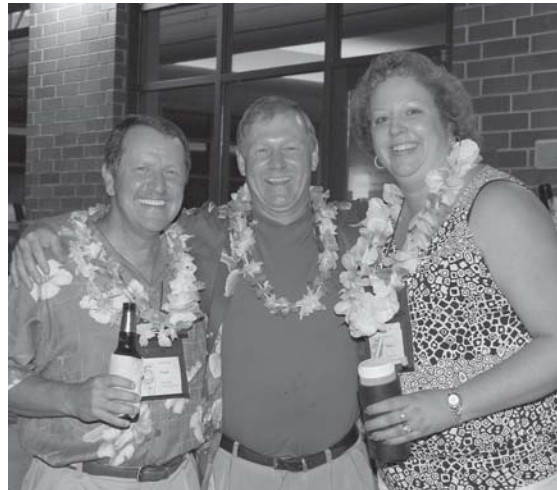
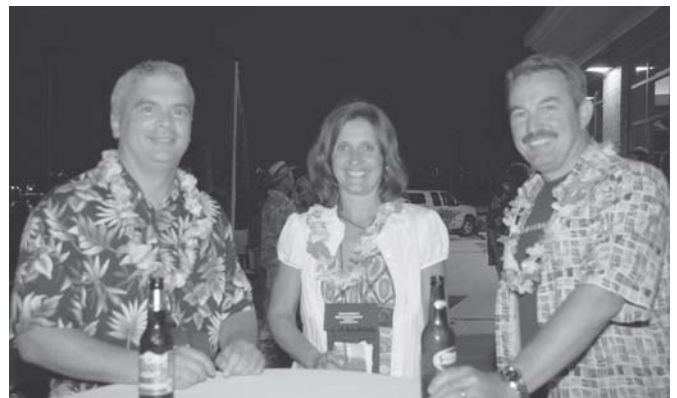
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Maxine's "It's 5 O'Clock Somewhere" Party



A Century of Service



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We are proud of our heritage and look forward to another successful century of service to our customers.



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(2009 Convention Highlights – continued from page 10)



Above: Bussan family, Maxine and husband Steve, son Adam, daughter Natalie, and grandson Owen.



Left: The Board of Directors and family of JoDaviess Mutual, where our Chairman, Maxine Bussan works.

Right: Chairman Maxine Bussan with her sister Myrna Tashner, who served as Chaplain for our Convention. Thank you, Myrna, for your special contribution!

—continued on next page

Substantive Speakers & Educational Programs

Clockwise from top left: **Bruce Thomas**, 2009 NAMIC Chairman; motivational speaker **Harvey Alston**; impressive participation at an education session; Illinois State Fire Marshall arson dog; and, **Shaun Tarbuck**, CEO, International Cooperative and Mutual Insurance Federation (ICMIF)



Recognizing Dedication & Excellence

A special *THANK YOU* is due these Board members for service to the Association above and beyond the call of duty! Left to right: Becky Deters, Steve Morris and Wendy Tharp have served three-year terms; and Cindy Hiltenbrand has served two years as Treasurer. ❖



Annual Trap Shoot

Thanks for Rick Ethridge for organizing this enjoyable event!



Top left: Jim Dawson, Northwestern IL Mutual, Champion.
Top right: FIRST PLACE Girls' Team (well, ok, they were the ONLY girls . . .)
Bottom photos left to right: Rick, Jim, Jason, Chad, Jeff, Grant, and Kevin.



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Dueling Pianos Strike a Chord with Attendees

Conference attendees were treated to an evening of hilarious, energetic, clean, musical entertainment by Dueling Pianos. This talented duo kept everyone on the edge of their seats with sing-alongs and plenty of audience participation.



*Mark Your Calendar Now and Plan to Attend the 2010 Annual Convention
August 22 - 24, 2010 • Marriott Hotel • Normal, IL*



Move Over Rockettes!

The two photos below reveal that few in the Association have a future in professional dance. After trying to get in step for a Rockettes-style kick routine, those on-stage took off their shoes and tried dancing with their hands instead.



More audience participation is shown in the photos below as attendees join in a rousing rendition of "YMCA" – originally made famous by the 1970s singing group, The Village People.





What's Cooking at IAMIC?

The Public Relations Committee is publishing an IAMIC cookbook and is in need of your fabulous family recipes! As you revisit those delicious memories throughout the holiday season, pick your favorites and share them with the rest of us.

Send your recipes via email to Jackie: leadership@iamic.org, or by mail to IAMIC, P.O. Box 116, Ohlman, IL 62076. You can also FAX recipes to 888-403-0935. Thanks in advance for your participation!

IAMIC Anti-Trust Statement

The purpose of IAMIC is to promote the best interests of the mutual insurance community, and particularly the best interests of policyholders of mutual insurance companies. To this end, IAMIC programs and activities are planned and implemented with the objective that policy holders will benefit from the best products and services.

It is not the intention of IAMIC to provide a forum for standardizing products or rates, dividing markets, fixing profit levels, or categorizing customers to whom insurance products may be sold.

If you have any concerns about the prohibited activities in connection with any IAMIC activities, please contact the president or any IAMIC Board member immediately.



Special Thanks to our **2009 Convention Committee** for making this year's convention a success! Finding an even mixture of education and entertainment, this year's committee exceeds our chairman's expectations — putting the "WOW" back into convention. THANKS ...

Maxine Bussan—Chair	Mike Beard
Trish Mickley	Jeff Murphy
Jim Polish	Larry Bray
Shirley Moen	Sheila Sjulín
Becky Deters	Nola Devries
Kelly Reagan	Jim Wright
Jason Svanda	Pat Beard

Our **2009 Education Committee** was known as the "DREAM TEAM", as they joined together to help Chairman Maxine Bussan accomplish her goals for the members of IAMIC. A big THANK YOU for dedicating many hours to secure excellent speaker and topics for our industry!

Jim Polish Chairman	Bruce Pollock Vice-Chairman
Jeff Blevins	Jerry Balick
Angie Made	Audrey Keith
Linda Wares	Lyle Bruning
Milissa Weber	Becky Deters
Tricia Mickley	Maxine Bussan
Jackie Rakers	

Our **2009 Government Relations Committee** monitored the legislative activities in our state and federal government to ensure legislation was not being presented which could affect our industry without providing IAMIC's position. This

committee worked alongside our Lobbyist, Phil Lackman to review weekly bills status and discuss potential legislation. We applaud the committee for their commitment to our industry.

Joe Reid Chairman	Jason Svanda Vice-Chairman
Bill Meyer	Rick Ethridge
Mike Davis	Marian Kiefer
Tricia Mickley	Maxine Bussan
Jackie Rakers	

Our **2009 Public Relations Committee** endeavors to recognize the hard work and dedication that our members give to their communities. They are focused on implementing several projects that will be provided to the members in the near future, most importantly, a written membership directory! Thank you to all our committee members!

Jim Wright – Chairman	Steve Morris
Jackie Crank	Cara Ham
Karen Williams	Linda Wares
Maxine Bussan	Jackie Rakers

Thank you to our 2009 Board of Directors!

Maxine Bussan – Chair
 Trish Mickley – Chair-Elect
 Joe Reid – Vice-Chair
 Cindy Hiltenbrand – Secretary/Treasurer
 Kelly Reagan – North
 Steve Morris – North
 Wendy Tharp – At Large
 Linda Wares – At Large
 Becky Deters – South
 Mike Beard – South

David L. King Educational Claims Scholarship

The Illinois Association of Mutual Insurance Companies has offered a scholarship program for our members and we encourage you to apply. All members are eligible for the scholarship, which is worth up to \$500. The scholarship may be used for any claims education – IAMIC, NAMIC, PLRB, ACE, IIA or any other educational school, seminar or independent learning as long as it relates to claims education.

If you are interested in being considered for the 2010 David L. King Educational Claims Scholarship, please complete the application below and return it to the IAMIC Office at P.O. Box 116, Ohlman, IL 62076 or fax it to 888-403-0935. You may also apply for the scholarship at www.iamic.org.

Applications are due by February 1, 2010. The 2010 Scholarship will be valid from March 1, 2010 to February 28, 2011. ❖

David L. King Educational Claims Scholarship Application

Please TYPE or print

Applicant's Name: _____

Company Name: _____

Address: _____

City _____ State _____ Zip _____

Phone: _____ Fax: _____

E-mail: _____

List your Title, Job Duties and Responsibilities: _____

Is Employer a Member or Associate Member of IAMIC? Regular Member Associate Member

Length of full time service in the insurance industry: _____

Length of full time service in the mutual insurance industry: _____

How long have you been employed at your current employer: _____

Will your employer pay for your cost if you do not receive this Scholarship? Yes No

List any volunteer positions you have had with IAMIC, NAMIC or other insurance organizations: _____

List any awards or recognition received from IAMIC, NAMIC or any other organizations: _____

List any professional designations (include month and year earned): _____

List the last three schools or seminars that you have attended relating to mutual insurance: _____

In your own words (attach a separate sheet) tell why you should receive this scholarship and for what you intend to use it.
Please include the estimated cost including your travel cost.



Tricia Mickley

THE MUTUAL ABC'S . . .

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As I am writing this, I am reflecting on the past year. Maxine and her committees were very busy planning the seminars that IAMIC held, and I was included on a few of those committees for the first time as Vice-Chair. I never realized how much time and effort is exhausted to make those events happen!

Beginning stages of planning for 2010 have already begun. I want to thank in advance those individuals who have volunteered to serve on committees for this year. This is what truly makes our organization great! As Martin Luther King, Jr. said, "Everyone can be great, because everyone can serve."

Conference venues have already been secured by Jackie. Please mark the dates on your calendars (see the Calendar on the facing page). The seminars are available for all mutual employees, directors and agents. Please spread the word to others of the opportunities available at these conferences.

Serving our members with fabulous education opportunities is just one of the values IIMIC provides. IAMIC also provides advocacy. Along with our lobbyist, our government relations committee reviews the bills that could impact our companies, agents, and industry. We have one of the best lobbyists in Illinois working for us. With him, we continue to hold a Legislative Day in Springfield, February 23, 2010. This is a great opportunity to meet with the Illinois

legislators and let them know who we are and why we are important to the insurance needs of Illinois citizens. I encourage and challenge each one of you to take this day and head to Springfield to let our voices be heard!

As most of you know, the federal government is reforming the banking and financial industries. They are trying to include the insurance industry in some of those reforms. We have been able to alleviate some of those reforms with the efforts of NAMIC. In the spring, IAMIC partners with NAMIC and its lobbyists for the Congressional Contacts Program (CCP) — another fabulous program! We travel to Washington, D.C. to meet with each Illinois Representative and the two Senators. We tell them our issues and what their proposed legislation could do to our mutuals. Again, I challenge and encourage you to participate.

If either of these programs is of interest to you, please contact Jackie Rakers, Jason Svanda (Chair of the Government Relations Committee) or myself. We would love to explain the programs to you and let you know how you can participate! A scholarship is available for this event.

I look forward to being the Chairman of this wonderful organization for the 2010 year. I hope to see each and every one of you at the seminars, Legislative Day, CCP and Convention. ❖

Tricia

*"Everyone can be great,
because everyone
can serve."*

—Dr. Martin Luther King, Jr.

*"Whether it's the
best of times or
the worst of times,
it's the only time
we've got."*

— Art Buchwald

IAMIC 2009 - 2010 Calendar of Events



December	8 - 9	IAMIC Board Orientation, Retreat and Meeting – Chicago
February	10 23	Claims Seminar – Crowne Plaza Hotel, Springfield State Legislative Day – Springfield
March	24 25	Southern Regional – Keller Convention Center, Effingham Northern Regional – Stoney Creek Inn, Moline
April	12 - 13 20	Congressional Contacts Program – Washington, D.C. Underwriting Seminar – Doubletree Hotel, Bloomington
August	22 - 24	129th Annual Convention – Marriott Hotel, Normal
September	19 - 22	NAMIC Convention – San Diego, CA
October	TBA	Manager's Retreat – Allerton Park Retreat Center, Monticello
December	TBA	IAMIC Board Orientation, Retreat and Meeting – Location TBA

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